Magic Touch Troubleshooting Guide

Controller: ProE Operating System: Windows 98

Problem Observed	Possible Causes	Suggested Solutions
1. Windows did not detect Magic Touch as a new hardware.	1.1. The controller box is not connected to a free com port.	Check the connection. Try a different com port, if available.
	1.2. The com port may be occupied by other device or defective.	Run TEST from the diskette as instructed in in your User's Manual Part 2. If testing failed (controller error), try it on a different com port or computer, if available.
	1.3. The controller may be defective	Same as above. If testing failed, contact tech support to report problem code: ProE9801
2. No response to the touch.	2.1. Touch screen cable is not connected properly to the controller box.	Make sure the touch screen cable is connected to the controller box. When the screen is touched, the light on the controller box should dim.
	2.2. Installed the wrong driver.	Make sure the installation diskette used is labeled for ProE and Win98. If wrong driver has been installed, run uninstall to remove it.
	2.3. The driver is out of dated.	Check the driver download page (at www.magictouch.com) to compare the version listed with the one printed on your diskette label. If it is different, uninstall your driver. Download and install the new one.
	2.4. The driver was not installed correctly.	The Windows must detect the controller as a new hardware and Add New Hardware Wizard will install the driver from the diskette, which must be inserted into the floppy disk drive. See User's Manual Part 2.
	2.5. Other touch screen driver may be installed previously.	Make sure all the previously installed touch screen drivers are removed before installing Magic Touch driver.
	2.6. The touch screen panel may be defective.	The light on the controller box dims when the screen is touched. If the light on the controller box does not respond to the touch, contact tech support to report problem code: ProE9802
3. The touch position is not accurate.	3.1. The screen needs to be calibrated.	Make sure to use the stylus to touch the center of each X, one at a time (total 3 X's).
4. The touch position is accurate in most areas, but off a lot in certain area.	4.1. The touch screen may have linearity problem.	Open the paint program and use stylus to draw horizontal and vertical lines on the screen. If the line is curved in certain area, contact tech support to report problem code: ProE9803
5. The cursor keeps jumping to certain area, or is stuck	5.1. The touch screen may have shorts.	Contact tech support to report problem code: ProE9804.
6. Touch screen does not work in certain program.	6.1. The program may not be a Windows program, or not a mouse-driven	Touch screen is only compatible with Windows mouse-driven programs. The typical application is for left mouse button clicking or dragging.

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